



# 9L0-008<sup>Q&As</sup>

Macintosh Service Certification Exam

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**QUESTION 1**

A customer states that he has never been able to burn DVD's with his MacBook, yet his friend has an identical looking MacBook that can burn DVD's. You have verified that the customer's MacBook has a DVD / CD-RW Combo optical drive and is running the latest version of Mac OS

- A. The MacBook has no other problems. What is the probable cause of this issue?
- B. The MacBook requires more RAM.
- C. The MacBook requires a firmware update.
- D. The MacBook optical drive is malfunctioning.
- E. The Combo drive is not capable of burning DVD's.

Correct Answer: D

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**QUESTION 2**

Correct Answer: B

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**QUESTION 3**

Where is the BEST place to look for information regarding special take-apart tools for an Apple product?

- A. Discussions
- B. Service News
- C. User's manual
- D. Service manual

Correct Answer: D

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**QUESTION 4**

You are about to replace a MacBook Air logic board. Which of the following is the most important step you should take immediately after removing the bottom case?

- A. Remove the thermal module.
- B. Disconnect the main battery.
- C. Remove the hard drive.
- D. Remove the processor.



Correct Answer: B

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#### QUESTION 5

Which of the following scenarios would be most appropriate to use Apple Service Diagnostic?

- A. You want to check a Mac for accidental damage.
- B. You want to verify product functionality after a repair.
- C. Your customer wants to run diagnostics on his Mac Pro.
- D. You need to verify that all installed applications have been updated.

Correct Answer: B

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